CARS

car allowance rebate system

www.cars.gov

DEALER SYSTEM GUIDE
Quick Guide to Registration

Completing a CARS Rebate Application

Scope

This procedure covers how to:

- register in the CARS system
- logon to CARS

This guide only covers the registration and logon process, if you need information on the transaction process, please reference the "Quick Guide to a Transaction Submission" on the User Guides section at http://www.cars.gov/dealersupport/user-guide.

Policy and General Instructions

Supporting Documentation is required to be provided to the CARS program when the invoice is submitted. These are to be provided in electronic format as Adobe Acrobat Reader Files – PDF or Image files – PDF, TIF or JPG.

Pop-up Blockers will interfere with the CARS system. Please turn off any active pop-up blockers in your web browser before proceeding to registration.

Do not use your **Browser Back Button** or **Browser Forward Button** in the CARS system to navigate to another screen. Instead, use provided links on each screen to navigate within the CARS system.

When entering data into the CARS system, the following Rules apply:

- Fields with asterisks (*) preceding them are required or mandatory information.

- Commas are only used to separate fields from one another (not included in address fields).

- All fields are required to be filled out completely and accurately prior to submittal.

- Car dealers have the ability to enter transactions in draft state and save data while working on a transaction.

Completing a CARS Rebate Application

START

Car Dealer
- Go to CARS registration web site using link provided in registration letter. Sample shown below. (1)
- On registration screen, complete requested registration info. (2)

iSupplier Portal CARS Registration

Completing CARS Registration

ESC Approver
- Upon notification of car dealer request for CARS access, review car dealer request in accordance with NHTSA & ESC policy for CARS program. Internal Std Operating Procedures available for this purpose. (3)
- Verify any additional contacts requested by car dealer during registration. (4)
- Contact car dealer if additional info is required & was not supplied. (5)
- Approve request & bank info. (6)

Car Dealer
- After required approvals, receive URL, User ID, & password via email. (7)
- Logon to CARS Invoice Entry web site using link provided. (8)

iSupplier Portal

NHTSA Approver (Levels 1 & 2)
- Review invoices in accordance with CARS Act policy. Internal Std Operating Procedures available for this purpose. Verify: (12)
- Approve or reject invoice. (13)

Car Dealer
- Log off CARS system. Select (M) Logout. (11)

Searching for an Invoice

Car Dealer
- After your invoice is submitted, you can search for it in CARS system to view status or to find a saved invoice to complete. (10)

Completing an Invoice

Car Dealer
- Enter a CARS invoice. (9)

Completing a CARS Login

Car Dealer
- Receive email notification of approval or rejection of your invoice after NHTSA has reviewed invoice. (14)

APPROVED?

NO

YES

Car Dealer
- Review email message, which describes reasons invoice was rejected. (15)
- Logon to CARS system. (16)
- Search for your invoice. (17)
- Make corrections to invoice or supply missing info. (18)

Car Dealer
- Receive a payment. About 10 days later, NHTSA will issue a financial credit to your account in financial institution you listed in your application. (19)

END

On the CARS Dealer Support site, click on the Register button to launch the iSupplier Portal.

Your franchise number is supplied by your OEM and the authorization code is on your registration letter.

1. Enter Registration Information. See explanation of each field below.

2. Select Continue.

Information entered on this screen is validated. If the information provided in these fields is not valid, you will not be able to proceed to the next step.

ORACLE iSupplier Portal

Close Preferences

Prospective Dealer Registration
* Indicates required field

Continue

Dealership Details

* Tax Identification Number	999999999
* Franchise Number	XXXXX
* Authorization Code	XXXXXXXXXXXXXX

Contact Information

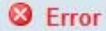Please note that the email entered will be your username to login after registration is approved

* Email	JJS@domain.com
* First Name	John
* Last Name	Smith
* Phone Area Code	405
* Phone Number	123-1234
Phone Extension	517

Continue

Close Preferences

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REGISTRATION		
Field Name	**Comments**	**Required?**
Tax Identification Number	You are required to provide one of the following: Taxpayer ID, Tax Registration Number or Data Universal Numbering System (DUNS) Number. Enter this information without spaces or dashes. It must be exactly 9 digits.	Yes
Franchise Number	Enter dealership franchise number.	Yes
Authorization Code	Enter authorization code provided by NHTSA in registration letter.	Yes
Email	Enter complete email address. Verify accuracy. This is the email address to which all notifications are sent.	Yes
First Name	Enter dealer's first name.	Yes
Last Name	Enter dealer's last name.	Yes
Phone Area Code	Enter area code.	Yes
Phone Number	Enter phone number.	Yes
Phone Extension	Enter extension (if applicable).	No

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❌ **Error**

Your registration request cannot be processed as we already have a supplier in our system whose details match those that you have provided. We have notified our contact at this supplier in order that they can get in touch with you if necessary. If you believe this to be an error, you may change your registration details and submit again. Otherwise, click on Close to exit.

If the information provided on the fields is not valid, you will not be able to proceed to the next step. Duplicates are not allowed in the CARS system. If you enter something that has already been entered and saved, you will see the above or a similar message.

Additional Details

Note: The CARS system will append a sequence number to Dealer Name to make it unique.

3. Verify accuracy of information on the Additional Details screen.

At this point you may save the information to come back to at a later time by selecting Save For Later or you may continue with the registration process.

There must be at least one entry in each of the following areas.
– Address Book,
– Contact Directory, and
– Banking Details.

To update existing information:
4. Select the Pencil icon under update in the Address Book, Contact Directory, or Banking Details sections to make changes to existing information as needed.

ORACLE® iSupplier Portal

Close Preferences

Prospective Dealer Registration: Additional Details

Back | Save For Later | Register

Dealer Name John and Jane Smith Auto Center
Tax Identification Number 999999999
Franchise Number XXXXX
Authorization Code XXXXXXXXXXXXXX

Address Book

At least one entry is required.

Create

Address Name	Address Details	Purpose	Update	Delete
No results found.				

If you have a different mailing address then a physical address, please use the purpose field to identify the difference

Contact Directory

At least one entry is required.

Create

First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
John	Smith	405-123-1234-517	JJS@domain.com	✓	✎	

Banking Details

At least one entry is required.

Create

Bank Account Number	Currency	Bank Account Name	Bank Name	Bank Number	Branch Name	Branch Number	Update	Remove
No results found.								

Back | Save For Later | Register

Close Preferences

If you want to have more then one user on this account you must enter all the users before hitting register.

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To enter additional addresses:
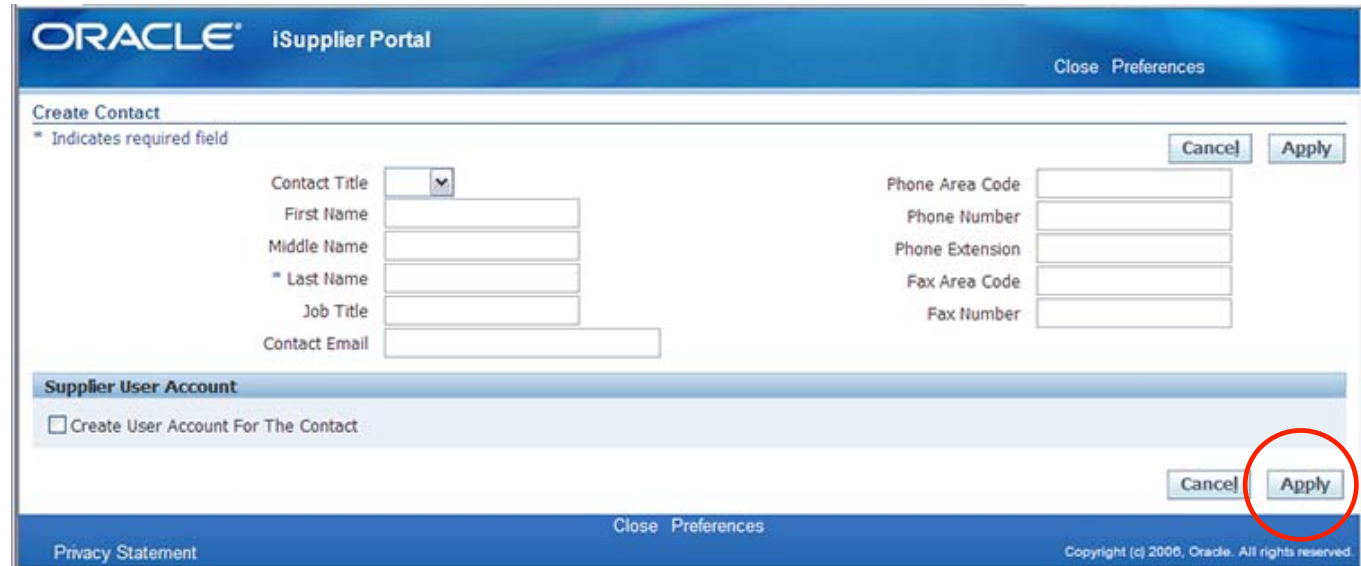5. Select Create under Address
    Book.

Create/Update Address

Enter address Information. See explanation of each field below.

6. Select Apply.

You will return to the Additional Details screen.

CREATE ADDRESS

Field Name	Comments	Required?
Address Name	Enter complete name.	Yes
Country	Select country.	Yes
Address Line 1	Enter first line of address.	Yes
Address Line 2	Enter continuation of address if needed.	No
Address Line 3	Enter continuation of address if needed.	No
Address Line 4	Enter continuation of address if needed.	No
City/Town/Locality	Enter city.	Yes
County	Enter county.	No
State/Region	Enter state.	Yes
Province	Enter province (if applicable).	No
Postal Code	Enter zip code.	Yes
Phone Area Code	Enter area code.	No
Phone Number	Enter phone number.	No
Fax Area Code	Enter fax area code.	No
Fax Number	Enter fax number.	No
Email Address	Enter email address. Verify accuracy.	No
Payment Address	This field is checked by default and cannot be changed.	Display Only

To enter additional contacts:

7. Select Create under Contact Directory.

ORACLE® iSupplier Portal

Close Preferences

Prospective Dealer Registration: Additional Details

[Back] [Save For Later] [Register]

Dealer Name John and Jane Smith Auto Center
Tax Identification Number 999999999
Franchise Number XXXXX
Authorization Code XXXXXXXXXXXXXX

Address Book

At least one entry is required.

[Create]

Address Name	Address Details	Purpose	Update	Delete
No results found.				

Contact Directory

At least one entry is required.

[Create]

First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
John	Smith	405-123-1234-517	JJS@domain.com	✓	✏️	

Banking Details

At least one entry is required.

[Create]

Bank Account Number	Currency	Bank Account Name	Bank Name	Bank Number	Branch Name	Branch Number	Update	Remove
No results found.								

[Back] [Save For Later] [Register]

Close Preferences

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If you want to have more then one user on this account you must enter all the users before hitting register.

Create/Update Contact
Enter contact Information. See explanation of each field below.

8. Select Apply.

You will return to the Additional Details screen.

ORACLE iSupplier Portal

Close Preferences

Create Contact
* Indicates required field

Cancel   Apply

Contact Title

First Name

Middle Name

* Last Name

Job Title

Contact Email

Phone Area Code

Phone Number

Phone Extension

Fax Area Code

Fax Number

Supplier User Account

☐ Create User Account For The Contact

Cancel   Apply

Close Preferences

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CREATE CONTACT

Field Name	Comments	Required?
Contact	Title Select title.	No
First Name	Enter first name.	No
Middle Name	Enter middle name.	No
Last Name	Enter last name.	Yes
Job Title	Enter job title.	No
Contact Email	Enter email address. Verify accuracy.	No
Phone Area Code	Enter area code.	No
Phone Number	Enter phone number.	No
Phone Extension	Enter phone extension.	No
Fax Area Code	Enter fax area code.	No
Fax Number	Enter fax number.	No
Email Address	Enter email address. Verify accuracy.	No
Create User Account for the Contact	Check if you want to create a user account for the contact.	No

To enter additional banks:

9. Select Create under Banking Details.

Create/Update Bank Account
Enter bank account Information. See explanation of each field below.

10. Select Apply.

You will return to the Additional Details screen.

ORACLE iSupplier Portal

Close Preferences

Prospective Dealer Registration: Additional Details >
Create Bank Account
* Indicates required field

Cancel Apply

* Country United States

☑ Account is used for foreign payments
Account definition must include bank and branch information.

Bank   **Branch**

⦿ New Bank   ⦿ New Branch
○ Existing Bank   ○ Existing Branch

Bank Name [   ]   Branch Name [   ]
* Bank Routing Number [   ]   Branch Number [   ]

⊞ Show Bank Details   ⊞ Show Branch Details

Bank Account

* Account Number [   ]
Account Name [   ]
Currency [▾]

⊞ Show Account Details

Comments

Note to Buyer [   ]

CREATE BANK ACCOUNT		
Field Name	**Comments**	**Required?**
Country	Select country.	Yes
Account is used for foreign payments	Is checked by default. If it remains checked the bankname and branch information becomes mandatory.	No
New Bank/Existing Bank	Select Existing Bank. You can search for the name of the bank by selecting the magnifying glass next to the Bank Name field. If you perform the search and the bank does not exist, you can add a new bank by selecting the New Bank radio button.	Yes
Bank Name	Enter bank name.	No
Bank Routing Number	Enter the bank routing number. If you completed the bank name, this information will display automatically.	Yes
New Branch/Existing Branch	Branch Name Enter branch name. The branch must be a branch associated with the bank name on the left side of the screen. If it does not, the bank name will be overwritten with a bank that is associated with the branch you entered.	No
Branch Number	Enter branch number – supplied by the bank.	No
BIC	The bank identifier code is a unique address which, in telecommunication messages identifies precisely the financial institutions involved in financial transactions – supplied by the bank.	No
Branch Type	Select branch type.	No
Account Number	Enter account number.	Yes
Account Name	Enter account name.	No
Currency	Select currency.	Yes
Comments	Enter comments.	No

11. Select Register.

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Registration Confirmation

12. Select Close.

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www.cars.gov
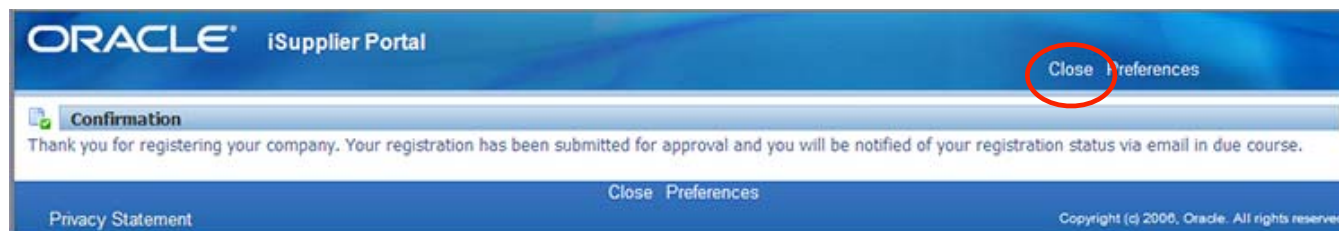
DEALER SYSTEM GUIDE
Completing a CARS Login

Your Initial Login:

1. Receive an email Confirmation of Registration response from the Car Allowance Rebate System (CARS).

Note: Be sure to keep a record of your password.

To	JOHN SMITH
Sent	14-JUL-09 14:38:30
ID	1437

You have been registered as a dealer with National Highway Transportation Administration (NHTSA) for participation in the Cars Allowance Rebate System (CARS) program.

You have been granted access to the CARS iSupplier Portal from which you can submit vouchers for reimbursement under the CARS program. You can access this system through the Oracle Applications system">CARS website using the username   JJS@DOMAIN.COM   and the password XXXXXXXXX. You will be required to change your password upon your first logon for security purposes.

Please contact the CARS Help Desk at (866) CARS-7891   for further assistance. Notification Detail.html

If you have not registered with CARS, stop and complete *Completing CARS Registration*

2. Follow the Login link provided in the CARS email to login to CARS.

3. When the CARS login screen appears, enter the login username and the password provided in the email.

Note: The Accessibility field allows you to choose to render the site optimized for screen readers (for vision impaired). You may select from the drop down list one of the following:

None *- No change*

Screen Reader Optimized *- Choose this option if it is necessary to optimize the screen for screen reader usage.*

Standard Accessibility *- Screen will not be optimized for screen reader usage.*
Note: Language will default to English.

4. Select Login.

5. Change the password you were instructed to use to a new password.

Note: You will complete this change password process only as part of your initial login.

Note: Your new password must be at least 8 characters long and have at least one letter and at least one number.

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Logout

Change Password

* Current Password   ●●●●●●●●●

* New Password   ●●●●●●●●●

* Re-enter New Password   ●●●●●●●●●

Password must be at least 8 characters long.

Submit   Cancel

* Indicates required field

Logout

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Password Lockout and Resetting Your Password

6. Use your CARS URL to the CARS login screen and complete your logon.

Note: If the password you use is erroneous for three consecutive times, you will be locked out. You will receive an error message such as the one in the following screen.

7. Select the 'Login Assistance' link located just below the Login button.

8. Enter your User Name.
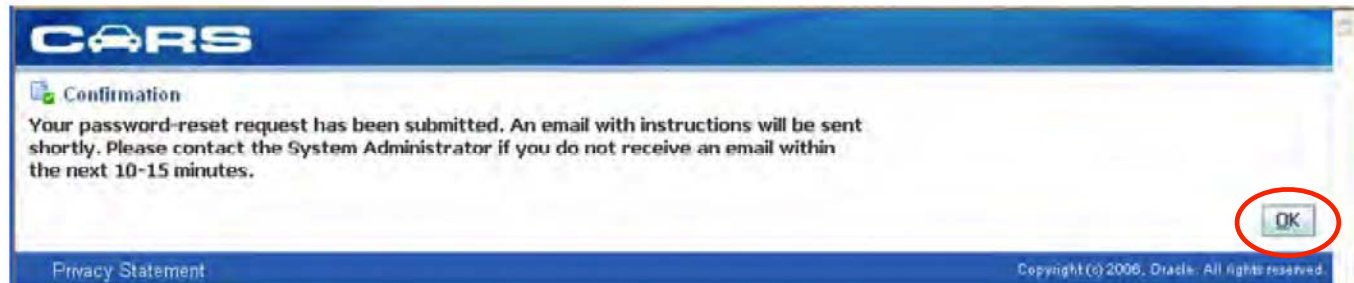
9. Select Forgot
   Password.

*Note: You will receive a
CARS Password Reset
Request Confirmation
notice. Within 10-
15 minutes, you will
receive an email with
further instructions.*

10. Select OK. The
    CARS Login screen
    will reappear.

*Reminder: Allow 10-15
minutes for your Password
Reset email.*

11. Receive Password
    Reset email.

12. Select the Reset your
    password link. The
    Reset Password screen
    will appear.

13. Enter your username
    and a new password.
    Confirm your password
    and select Confirm
    Password.

*Note: Remember, your new
password must be at least
8 characters long and have
at least one letter and at
least one number.*

To	JOHN SMITH
Sent	17-JUL-09 13:14:44
ID	510

Reset your password and follow the on-screen instructions. This email can be ignored in case you didn't request a password reset, the link is only available for a short time.

Notification Detail.html

Reset Password

* Indicates required field
Please enter your username and passwords below. The password you enter below will be used to replace your old password.

* User Name	JJS@DOMAIN.COM
* Password	••••••••
	(8 characters or more)
* Confirm Your Password	••••••••

Confirm Password

Home Preferences Help

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14. Select OK and the CARS login screen will appear.